

**Westside Service Delivery Survey
FY 2003-04**

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
Public Transit				
Fixed Route Bus Service				
Fixed Route Bus Service	Provide local fixed-route bus service.	% Bus Service On Time (Within 5 Minutes of Schedule) 88%	% Bus Service On Time (Within 5 Minutes of Schedule) 90%	
		Revenue Miles of Bus Service Per Square Mile: Weekday 234 Saturday 147 Sun/Hol 107 Revenue Miles of Bus Service Per 1,000 Residents: Weekday 35 Saturday 22 Sun/Hol 16	Revenue Miles of Bus Service Per Square Mile: Weekday 142 Saturday 97 Sun/Hol 71 Revenue Miles of Bus Service Per 1,000 Residents: Weekday 40 Saturday 27 Sun/Hol 20	"Revenue Miles of Bus Service" reflects the minimum level of service that is provided citywide and the difference in population density between the Westside and Citywide, using the modified square miles. Population density in 2000: Citywide: 3,600 pop./sq. mi. Westside: 6,738 pop./sq. mi. (using square miles in 2000, not including mountain preserves and state trust land)

Department/ Program Name	Program Description	Westside Performance Measures	Citywide Performance Measures	Comments
Public Transit				
Public Transit Infrastructure				
		Total Population Within Walking Distance of Bus Stop: 256,446 / 77%	Total Population Within Walking Distance of Bus Stop: 877,110 / 66%	
		Total Bus Stops: 876 Bus Stops Per Square Mile: 18	Total Bus Stops: 3,909 Bus Stops Per Square Mile: 10.5	
		Total Bus Stops With Shade: 297 / 34%	Total Bus Stops With Shade: 1,289 / 33.0%	
		Bus Stops With Shelter Unit (Includes shelter, bench and trash receptacle): 294 / 33%	Bus Stops With Shelter Unit (Includes shelter, bench and trash receptacle): 1,268 / 32%	
		Bus Stops With Bench (No Shelter): 152 / 17%	Bus Stops With Bench (No Shelter): 730 / 19%	
		Bus Stops With Trash Receptacles: 428 / 49%	Bus Stops With Trash Receptacles: 1,858 / 47%	
		Bus Stops Fully ADA Accessible: 427 / 49%	Bus Stops Fully ADA Accessible: 2,015 / 51%	The ability to install an ADA accessible bus stop is limited by the surrounding infrastructure, such as the existence of curb cuts.
		Number of Bus Bays: 150 Bus Bays Per Square Mile: 3.0	Number of Bus Bays: 579 Bus Bays Per Square Mile: 1.6	
Dial-a-Ride				
Dial-a-Ride reservation service	Provide a reservation-based paratransit service to persons with disabilities in compliance with the Americans with Disability Act (ADA).	NA	ADA service was 96.4% "on time" (within 30 minutes)	Statistics are not available by geographic area.
Dial-a-Ride on- demand service	Provide an on-demand paratransit service for people with disabilities (ADA and non-ADA eligible) and persons 65 years of age and older.	NA	On demand service was 63.3% "on time" (within 90 minutes)	Statistics are not available by geographic area.